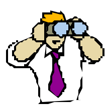
Lesson 3: Third Party/New Case

Description: **Sometimes, a third party (e.g. parent, spouse) will call the Office of the Ombudsman to initiate a case on behalf of the borrower. You will follow the same steps as in Lesson 2 of this module. Using the script, you will create a new case and capture all information about the borrower. However, at the end of the script, you will be prompted to enter the contact information for the third party.**

This creates a contact record for both the borrower *and* the third party. Therefore, when the Ombudsman Specialist reviews this case, he or she will know the name and demographic information of both the borrower and the third party.



Take Note

Because the caller is usually the borrower, the script questions are phrased as if the borrower is calling. Therefore, when a **third party** is the caller, you must change the language to suit the third party scenario. For instance, use "his/her" in place of "your" when collecting the borrower's information. For example, if you are talking to the parent of the borrower, you will ask, "May I have your **son/daughter's** social security number?" rather than "**your** social security number."

You will always capture the profile information about the **borrower first** and then add the third party contact information at the end.

As mentioned above, this procedure is identical to the New Customer/New Case procedure described in Lesson 2 of this module. **This lesson will begin with step that *differs* from Lesson 2 (step 19).**

You have just recorded the borrower's information, and you will now use that information to record the third party's information.

19. * [NOTE: Are you speaking with the borrower?]
    Select No because in this lesson, we are speaking with the third party.

20. *Press* **Enter** twice.

21. * NOTE: Press F2. Using the borrower's SSN, [borrower's SSN], add the third party contact information.
    Press **F2**. The Pick Contact Box will appear as shown below. You will need the borrower's SSN (listed above) for the next step.

22. *Select* Account in the Find field at the top of the Pick Contact Box.

23. *Enter* the borrower's social security number in the starting with field.
    The SSN **must** be entered in the format XXX-XX-XXXX.

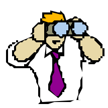
24. *Press* **Enter** or *click* Find.
The borrower's last name will automatically populate in the script field and the Pick Contact Box will no longer appear, as shown below.

25. *Press* **F2** again to bring up the Pick Contact Box.
Only the borrower's contact information will appear in the Pick Contact Box.

26. *Place* your mouse in the Pick Contact Box.

27. *Right-click* your mouse.
A menu will appear.

28. *Select* Copy Record.
A new record will appear in the Pick Contact Box above the borrower's record.



Take Note

This creates a copy of the borrower's contact record. You will now use this copy to create the third party contact record.

Certain fields from the borrower information have been copied to this new third party record. You will type over some of these values, but some of the values must remain. Follow the instructions carefully below.

Your cursor should be in the Contact Type field of this new record. You will now enter the **third party contact** information in this new record (the fields extend horizontally on this row).

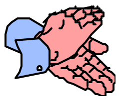
29. *Enter* the correct information in this new record for the **third party contact**.
Use the Tab key on your keyboard to move across the third party contact record.

- Contact Type—select "Third Party"
- Relationship/Title—select or type the contact's relationship to the borrower
- Account—**Do not change the account number. It is important to connect the third party contact to this case.**
- First Name—enter the third party contact first name
- Last Name—enter the third party contact last name
- Suffix
- MI—enter the third party contact middle initial, if applicable

- Prefix—enter the appropriate prefix for the third party contact
- Preferred—enter the third party contact preferred name or nickname
- Address—enter the third party contact address
- City
- State
- Zip code
- Country
- Contact Method—enter the preferred method for contacting the third party
- Home Phone #
- Work Phone #
- Fax Phone #
- Mobile Phone #
- Country Code
- Hours Available—enter the best time of day for contacting the third party
- Hours Available Time Zone
- 1st Email Address
- 2nd Email Address
- Special Note/SME—enter any notes or comments about the third party contact

You must now pick this third party contact record! Follow the steps carefully so that your data will not be lost.

30. *Ensure* that the third party record is selected (red arrow pointing to the left of the record).
31. *Click* the **Pick** button at the bottom of the Pick Contact Box.
    You are returned to the script. You have now picked this third party contact as the primary contact for this case.
32. *Press* **Enter**.
33. *Continue* answering the questions as in Lesson 2 of this module (refer to step 20 in Lesson 2).



Congratulations!

You have now opened a new case for a third party contact using scripting! You have either resolved and closed the case, or you have sent the case to an Ombudsman Specialist.

Lesson 4: Existing Customer/Existing Case

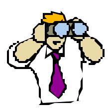
Description: **You may receive a call from an existing customer with an existing case. This customer may request the status of his/her case or may provide updated information for the case.**

In this scenario, you will begin using scripting when the customer calls; however, when you discover that the customer has an existing case, you will end the script and follow the procedures that are outlined in more detail in Module 4, Lessons 1, 3, and 6. This lesson gives general examples of how to handle this scenario.

1. *Go to* the Script Screen.

2. *Select* Greeting and *click* **OK**.

Begin the script by asking the caller the questions below.



Take Note

Remember, you must answer all questions that are preceded by an asterisk (*). Press F2 for any question that has a drop down arrow to view the values in the picklist. Press **Enter** or **Tab** to advance to the next field.

3. * Is this your first time calling our office?
   Select No.

4. Are you calling about an existing case?
   Select Yes.

5. [NOTE: Press Enter twice to end the script. Use the OCTS 2.0 screens to find the case and log an activity.]

6. *Go* to the Cases Screen, All Cases View.

7. *Click* the **New Query** button on the tool bar.
   
   This creates a blank record in which you will enter the search criteria.

8. *Enter* the one of the following pieces of information given to you by the customer: case number under Case # column, the SSN under the Account column, last name, or first name, etc. (example shown below).

9. *Click* the **Execute Query** button on the tool bar.
   
   The desired case will appear.

10. *Click* on the hyperlink under Case #.
    This will take you to the Cases Screen, Activities View.

11. *Review* all of the case information at the top of the screen.
    Note the Ombudsman Specialist who is assigned to this case in the upper right corner of the screen in the Ombudsman field. Note the status of this case in the Status and Sub-Status fields.

12. *Review* the activities information at the bottom of the screen.
    The activities are listed in descending chronological order, showing the most recent activity first.

13. *Click* on the hyperlink under Activity Type to see the activity detail and related attachments if necessary.
    This will take you to the Activities Screen, Attachments View.

14. *Click* the Name of the attachment to launch the attachment, if desired.

15. *Click* the **Back** button on the History Bar in OCTS 2.0 to return to the activities list on the Cases Screen, Activities View.

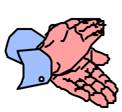
16. *Go* to the Attachments View (on the Cases Screen).
    Here you will see any attachments for this case as a whole. You may click on the hyperlink in the Name column to launch the attachment.

17. *Provide* the necessary information to the customer.

18. *Make* updates to the case as necessary.

19. *Log* an activity to record the customer's call and any updates that you have made.

    For detailed information on how to add an activity, please refer to Module 4, Lesson 3. For more detailed information on updating demographic information, refer to Module 4, Lesson 6.



Congratulations!

You have now updated an existing case for an existing customer!

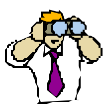
Lesson 5: Existing Customer/New Case

Description: **Occasionally, you may receive a call from an existing customer or third party contact who initiated a case in the past. The case from the past is now closed, and the customer or third party now has a new case. You will first find this customer or third party in OCTS 2.0 and then record the remaining case information using scripting.**

1. *Go to* the Script Screen.

2. *Select* Greeting and *click* **OK**.

Begin the script by asking the caller the questions below.



Take Note

Remember, you must answer all questions that are preceded by an asterisk (*). Press **F2** for any question that has a drop down arrow to view the values in the picklist. Press **Enter** to advance to the next field.

3. * Is this your first time calling our office?
   Select No.

4. Are you calling about an existing case?
   Select No.

5. [NOTE: Press Enter.]
   Press Enter.

6. * [NOTE: Are you speaking with the borrower?]
   Ask caller if he or she is the borrower. *Select* Yes or No.

Because the caller has called before, you will now search the existing contacts in OCTS 2.0 to find him or her. Follow Outcome #1 or #2, depending on your answer to the previous question.

<u>Possible Outcome #1—The Caller is the Borrower</u>
If you answered Yes, you will see the following message:
[NOTE: Press F2. Search for the account with the borrower's SSN.]

- *Record* the borrower's SSN in case you need to refer to it in the future.

- *Press* **F2** and the Pick Contact Box will appear.

  You will now search for the customer's account.

- *Select* Account in the Find field.
- *Enter* the borrower's social security number in the starting with field.
  You must enter the SSN in the format 123-45-6789.

You will now select the customer contact record.

- *Press* **Enter** or click Find.
  The borrower's last name will populate in the script field and the Pick Contact Box will disappear. If a third party contact initiated a case for this borrower in the past, the third party contact and the customer contact will appear in the Pick Contact Box. In this case, *select* the **customer contact record** and *press* the **Pick** button at the bottom of the Pick Contact Box.
- *Press* **Enter** to advance to the next question.
- NOTE: You have selected [First Name Last Name] as the borrower. If this is correct, press Enter. If this is incorrect, click on the question above and reselect.
  You may need to repeat the name to the caller to ensure that you have selected the right person.
- *Proceed* to step 7.

Possible Outcome #2—Caller is Third Party Contact
If you answered No, you will see the following message:
[NOTE: Press F2. Search for the account with the borrower's SSN. Then, add the third party as a contact for the case.]

You will now search for the customer's account.

- *Press* **F2** and the Pick Contact Box will appear.
- *Select* Account in the Find field at the top of the Pick Contact Box.
- *Enter* the borrower's social security number in the starting with field.

You will now pick the third party contact as the primary contact for this case.

- *Press* **Enter** or click Find.
  If the borrower initiated the case in the past, the borrower's last name will populate in the script field and the Pick Contact Box will no longer appear. Follow these steps:
  - *Press* **F2** again to bring up the Pick Contact Box. Only the borrower's record will appear.
  - *Right-click* within the box.
  - *Select* Copy Record.

– *Enter* the profile information for the third party contact in the record that has just been copied.
Press **Tab** to advance to each field. You may type over the existing data as necessary **except for the Account** (leave the Account field as it is). See step 29 in Lesson 3 of this module for more detail on this procedure.

– *Ensure* that the third party record is selected (red arrow pointing to it) and press the **Pick** button at the bottom of the Pick Contact Box.

If the third party contact initiated a case for this borrower in the past, the third party contact and the customer contact will appear in the Pick Contact Box. Follow these steps:

– *Select* the **third party contact record** so that the red arrow is pointing to the left of the record.

– *Press* the **Pick** button at the bottom of the Pick Contact Box.

You have now picked the third party contact as the primary contact on this case.

- NOTE: You have selected [First Name Last Name] as the third party contact. If this is correct, press Enter. If this is incorrect click on the question above and press F2 to reselect.

7. How may I help you today? [NOTE: Type caller's problem.]
Enter the summary of the caller's issue.

8. * [NOTE: Select Issue Category.]
Select the primary Issue Category from the picklist.

9. * [NOTE: Select Issue Sub Category.]
Select the appropriate corresponding value to the Issue Category.

10. OK. I'd like to get just a little more information on your loan please.
No response required. *Press* **Enter**.

Take Note

For the following three loan questions, *enter* information about the loan that is **most involved** in the case. The answers that you enter will determine the Ombudsman Specialist to whom this case is assigned.

11. *What type of loan do you have?
Press **F2.** This will bring up the Pick Loan Type Box.
Scroll to the right to view the entire description of each loan.
Using the up and down arrows, s*elect* from the picklist choices that appear.
Ensure that the red arrow is pointing to the desired choice and press **Enter**.

12. *Who holds your loan?
Select from the picklist choices that appear.

13. *What is the current status of your loan? [Note: If this is a consolidation loan, discuss with the borrower whether the issue happened before or after disbursement. Then, select either Not Disbursed, Problem After Disbursement, Problem Prior to Disbursement, or Unknown from the picklist.]
    Select from the picklist choices that appear.

14. Hold for a moment while I search for further information on [Original Issue Category].
    Press **Enter** twice.

OCTS 2.0 is looking in the Encyclopedia to check for information on this Issue Category. This information is compiled and updated by the System Administrator. Follow Possible Outcome #1 or #2 below.

Possible Outcome #1—The Encyclopedia Contains Detail About this Issue
Information will display on how to discuss the issue with the caller. There may be discussion questions or questions that ask for further information or details. *Try* to resolve the customer's issue by using this information. *Press* **Enter** to continue.

Possible Outcome #2—The Encyclopedia Does Not Yet Contain Detail About this Issue
A message will display indicating that there is no further information about the topic in the database. *Press* **Enter** twice to continue.

15. [NOTE: Can you resolve the issue now?]
    Answer Yes or No.

Depending on whether or not you can resolve this case without sending it to an Ombudsman Specialist (according to your answer to the question above), you will follow either Possible Outcome #1 or #2 below.

Possible Outcome #1—You Can Resolve and Close this Case Now
If you answered Yes to the question in step 15, you will see the following message:
[NOTE: Press Enter twice to end the script. Record the case number located in the dashboard. Go to the Cases Screen, Results Search View and add a result for this case. Then, close the case.]

- *Press* **Enter** twice to end the script.
- *Record* the case number that appears on the dashboard.
- *Go* to the Cases Screen, All Cases Screen.

You must now find this case.

- *Click* the New Query button on the tool bar.
- *Enter* in the Case # field the case number that you just recorded.

- *Press* **Enter**.
  The case that you have just entered should appear and should be selected (with a red arrow pointing to the left of the record).

You must now assign this case to a generic ID so that it will not be assigned to an Ombudsman Specialist.

- *Click* the **drop-down arrow** button in the Ombudsman field in the form applet at the bottom of the screen.
  The Pick Case Owner Box appears. You must now assign this case to a generic ID called "GENASSIST."

- *Type* GENASSIST in the starting with field at the top of the Pick Box.

- *Press* **Enter**.
  The General Assistance ID will be automatically populated in this field.

You will now add a result to this case.

- *Go* to the Results Search View.
  The detail of this case is in the form applet on the top of the screen. The result of the case will be entered in the applet at the bottom of the screen.

- *Click* the **New** button in the Results applet at the bottom of the screen.
  The Results Pick Box appears.

  If you want to pick an existing result, follow these steps:
  - *Click* the **drop-down arrow** button in the Find field at the top of this Pick Box.
  - *Select* the field in which you want to search.
  - *Enter* the search criteria in the starting with field.
  - *Click* the **Find** button at the top of the Pick Box.
  - *Select* the desired result.
  - *Click* the **Pick** button at the bottom of the Pick Box.
    The result will populate the fields on the left side of the Results applet.

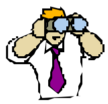
  If you want to enter a new result for this case, follow these steps:
  - *Click* the **New** button at the bottom of the Pick Box.
    This creates a new results record.
  - *Select* the Result Category from the picklist in the Result Category field.
  - *Select* the Result Sub Category.
  - *Enter* a short name for this result in the Name field.
    This is a short free-form text field. Make sure that the name of the result is generic so that it can be used for cases in the future.
  - *Enter* more generic result detail in the Result field if desired.

- *Enter* values in the Proposed By and Implemented By fields if desired.

- *Enter* any comments specific to this case in the Comments field.

You are now ready to close this case.

- *Click* on the **drop-down arrow** button in the Status field in the Cases applet at the top of the screen.
- *Select* Closed.



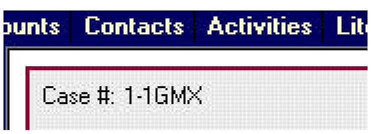
Take Note

For more detailed instructions on how to add a result and close a case, please refer to Module 6, Lesson 1 of this guide.

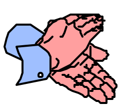
<u>Possible Outcome #2—This Case Must Be Assigned to an Ombudsman Specialist</u>
If you answered No to the question in step 15, you will see the following message:

Now that I have taken all of your profile information, your case will be assigned to an Ombudsman Specialist. In a moment, I will provide you with a case number for your reference. An Ombudsman Specialist will be contacting you. Thank you for calling.
[NOTE: Press Enter twice to end the script and provide caller with case number.]

- *Press* **Enter** twice.
  Once you end the script, the case number will populate in the dashboard as shown below.



- *Give* the case number to the customer.
  The case will now be assigned automatically to an Ombudsman Specialist.

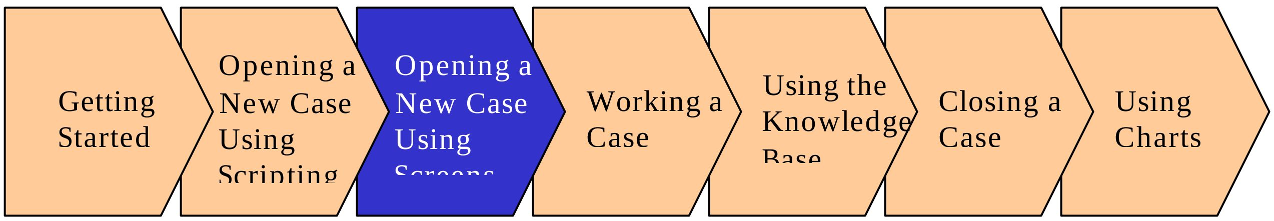


Congratulations!

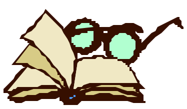
You have now created a new case for an existing customer using scripting!

Module 3: Opening a Case Using Screens

Lesson 1: **New Customer**
Lesson 2: **Third Party**
Lesson 3: **General Assistance (John Q. Public)**
Lesson 4: **Via Correspondence**

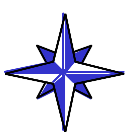


About this Module



Overview

This module will explain how to open a new case using the OCTS 2.0 screens. As an Ombudsman Specialist, you will always use the procedures outlined in these lessons to open a new case. As an Intake Specialist, you will use the procedures in Module 2 to open a case using scripting; however, you will use Lesson 3 of this module to log general assistance calls through the screens.



Objectives

After reviewing this module, you will be able to do the following using the screens:

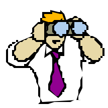
- Open a new case for a new customer
- Open a new case for a new customer based on information from a third party
- Log a case for a general assistance call
- Open a new case received via correspondence.

Lesson 1: New Customer

Description: **In this lesson, we will create a case for a new customer using the OCTS 2.0 screens. The opening of a case will create three separate records of data: a case record, a contact record, and an account record. All three of these records will be tied together by the Account (borrower's SSN).**

1. *Go to* the Cases Screen, All Cases View.
   You will now create a new case for a new customer.

2. *Click* the **New** button on the form applet at the bottom of the screen.
   This creates a new case record. The Case # field will populate with a system-generated number.

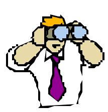


Take Note

The customer often describes his/her situation before providing any demographic information such as Social Security Number (SSN). Therefore, when you create a new case, the cursor will begin in the Original Issue Summary field. As you press the **Tab** key, OCTS 2.0 will automatically advance the cursor to the next field. This ensures that you capture all of the required information.

3. *Enter* the ***Original Issue Summary***.
   This is a large free-form text field in which you should describe the root cause of the case in detail.

4. *Advance* to the next field by pressing the **Tab** key on your keyboard.
   This will automatically take you to the ***Original Issue Category*** field.



Take Note

In OCTS 2.0, when you are finished entering information into a field, *press* the **Tab** key to advance to the next field. In this guide, there will not be a step outlined between each field—the guide assumes that you will press **Tab** to advance between each field.

5. *Press* **F2** to select the ***Original Issue Category*.**
   Or, *click* the **drop-down arrow** button with your mouse.
   You will select the root cause of this case from the picklist that appears. If you know the first letter of the desired value, *enter* that letter on your keyboard.

6. *Use* the up and down arrow buttons on your keyboard to navigate up and down the picklist.
   Or, *use* your mouse to scroll up and down the list.

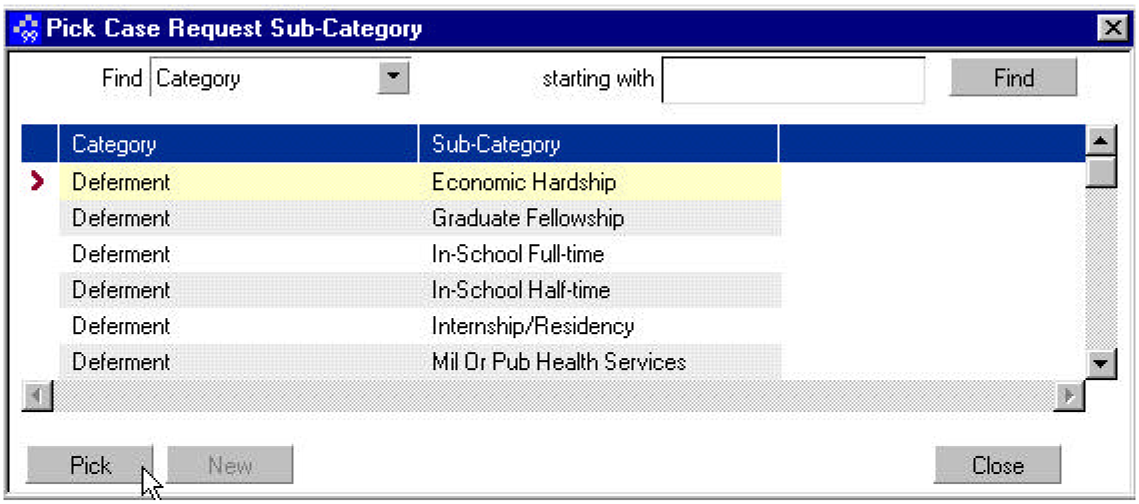
7. *Ensure* that the desired picklist value is highlighted in blue.

8. *Press* Enter on your keyboard to select that value.
   Or, *Click* once on the desired value with your mouse.

Take Note

If you **do not** see the Original Issue Category that you need for this case, you should select "Other." However, before you select "Other," make sure that you have thoroughly reviewed all values in the picklist. This is important for efficiently organizing all case information in the Knowledge Base.

9. *Press* **F2** in the ***Original Issue Sub Category*** field.
   This will bring up the Pick Case Request Sub-Category Box (shown below). The available Sub Category choices correspond to the Category that you have just selected.



10. *Select* the desired Category and Sub Category combination by using the up and down arrows on your keyboard.
    Or, *Click* your mouse to the left of the desired record so that the red arrow is pointing to it.

11. *Press* **Enter** on your keyboard.
    Or, *Click* the **Pick** button.
    Your selection has now been populated in the Sub Category field.

12. *Fill out* the following fields:

    - Customer Expectation Summary
      This is a large free-form text field in which you should enter the details of what the customer expects as the outcome of the case.

    - Customer Expectation Category
      Press **F2** and select the result that the customer expects as you did for Original Issue Category.

    - Customer Expectation Sub Category
      Press **F2** and select the sub category.

- ***Referred By***

  Select a value from the picklist.

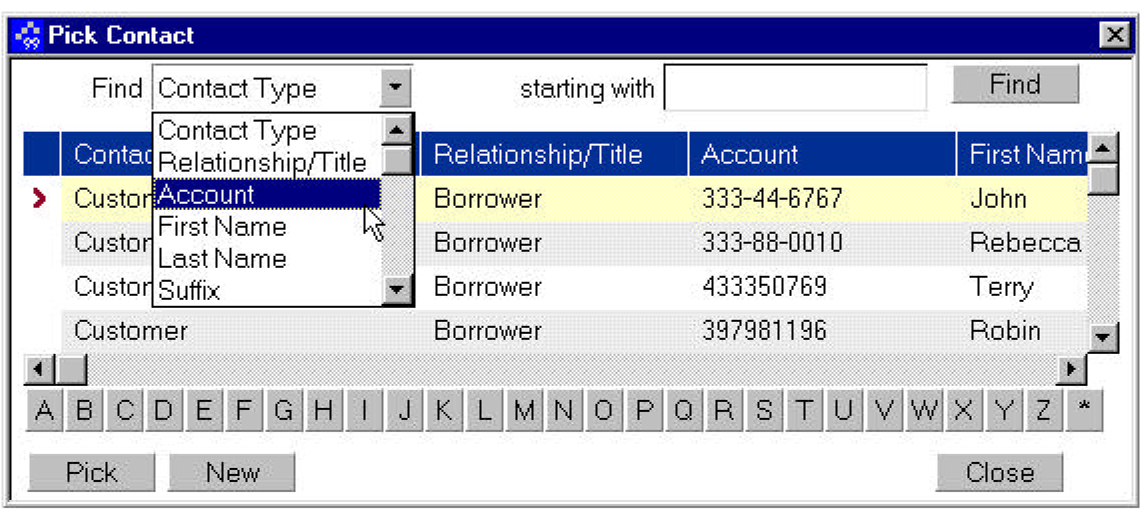
At this point in the procedure of opening a case, you have identified the primary issue of the case as well as what the customer expects the outcome of this case to be**. Now, in order to serve the customer, you must gather certain profile information about the customer.** By following the steps below, you will create a **contact record and an account record for this customer**.

13. *Tab* to the Last Name field**.**

14. *Press* **F2**.
    Or *Click* the **drop-down arrow** button in the Last Name field.
    This begins the process of gathering profile information. The Pick Contact Box appears.

The Pick Contact Box contains all contacts that currently exist in OCTS 2.0—it is the same list that resides in the Contacts Screen. Before you enter this customer into OCTS 2.0, you must make sure that he or she does not already exist in the system. This will eliminate duplicate entries. You will use the search fields at the top of the Pick Contact Box to search for the borrower's SSN in the Account field.

15. *Select* **Account** from the picklist in the **Find** field (shown below).



16. *Click* in the **starting with** field.

17. *Enter* the entire SSN of the borrower with dashes in the **starting with** field (e.g. 123-45-6789).

18. *Press* the **Enter** key on your keyboard.
    Or *Click* the **Find** button.

The most common outcome is that no records will exist, indicating to you that this customer does not exist in the system. You will then add this customer to OCTS 2.0 by creating a contact record and an account record for this customer. Make sure to follow the steps carefully under Outcome #3.

There are two other possible outcomes that will not be common, but they are outlined below under Outcome #1 and #2.

Possible Outcome #1—The Customer Already Exists in the System
If this customer opened and closed a case in OCTS 2.0 in the past, his or her contact record will automatically populate the First Name, Last Name, Account, and Home Phone fields in the Cases applet where you began. *Proceed* to Step 29.

Possible Outcome #2—Another Customer Is Automatically Selected in Error
If there is a customer in the system that fit the SSN that you entered, OCTS 2.0 **will automatically select this contact** (this would only happen if you typed the SSN incorrectly). This will close the Pick Contact Box and take you back to the form applet on the Cases Screen, All Cases View where you began. If the contact that has been selected is **incorrect**, you must follow these steps:

- *Delete* the account number in the Account field in the Cases applet.
- *Click* the **drop-down arrow** button in the **Last Name** field.
- *Proceed* to step 19.

Possible Outcome #3—Customer Does Not Exist in the System; No Records Are Found
If no records are found, the record list will be blank, and you will follow the steps outlined below to enter the new contact and account information for this customer.

The Pick Contact Box should be open at this point. You will create a new contact record for this customer. Within this record, you will create a new account record for this customer. You will only enter the demographic information **once**—the information will be copied automatically from the account record to the contact record. Follow the steps below carefully.

Take Note

Remember to press the **Tab** key to advance to each field on the record. Press F2 on your keyboard when your cursor is in a field with a **drop-down arrow** button.

19. *Click* the **New** button at the bottom of the Pick Contact Box.
    This creates a blank contact record for this customer.

20. *Enter* the following information about the **customer contact**:

    - ***Contact Type***
      Because you are now entering the contact record for the customer, this value will be "Customer."

    - ***Relationship/Title***
      Because you are entering the contact record for the customer, this value will be "Borrower."

21. *Tab* to the Account field.

You have started to enter the contact information for this customer. You will now bring up the Pick Account Box within the Account field. The Pick Account Box contains all accounts in OCTS 2.0—the same list of accounts that reside in the Accounts Screen. From this box, you will create an account record for this customer. The account demographic information will automatically populate the contact record when you pick this account. Follow the steps below.

22. *Press* the **F2** key on your keyboard in the **Account** field.
    The Pick Account Box will appear.

Take Note

Notice that the Pick Account Box has the search fields like the Pick Contact Box. Because you have already searched for this customer using the Pick Contact Box, you do not have to search for this customer again.

23. *Click* the **New** button at the bottom of the Pick Account Box.
    This will create a blank record in which **you will enter the account information for this customer**.

24. *Enter* the following information about the **customer**:
    Reminder: *Press* the **Tab** key to move across the row. Press **F2** when there is a **drop-down arrow** indicating a list of values.

Take Note

If the customer does not provide required information, you must enter "Not Given" into the field. OCTS 2.0 will not allow you to proceed if you do not populate a required field.

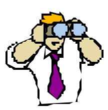
- ***Account***
  This is the customer's (borrower's) SSN. You do not have to enter dashes—the SSN will be automatically formatted when you populate the next two fields.

- ***Account Type***
  This will always be **"**Customer" when you are creating an account for a new case.

- ***First Name***

- ***Last Name***

- Suffix to Last Name



DO NOT CLICK the Cancel button at the bottom of the Pick Account Box, or you will LOSE the data that you are entering.

Take Note

- Middle Initial
  Enter "NMI" for no middle initial.

- Prefix
  Enter the appropriate prefix so that the customer can be addressed by the appropriate prefix in the future.

- Preferred Name

- Date of Birth (mm/dd/yyyy)
  The date of birth of the borrower is important for accessing his/her loan data. You can either enter the date or bring up the calendar and choose the date.

- Address
  Enter the address in this field. Notice the **ellipsis** button at the end of the field. This button allows you to enter multiple addresses for this customer if necessary. This feature may not be used often; however, once you click the **ellipsis** button, OCTS 2.0 requires you to enter the address in the box that appears. You will then click Close to return to the account record.

- City

- State
  Pick the state from the picklist or enter the two letter abbreviation in all capital letters.

- Zip code
  This field can be populated with other postal codes for customers calling from outside of the U.S.A.

- Country

- Site
  When you enter “Not Given” in the Account field (when the borrower’s SSN is not given), **you must also populate the Site field with the Case #.** This is very important—we must create a unique identifier for each “Not Given” Account. If we did not differentiate one “Not Given” Account from another, it would be very difficult to distinguish between these accounts.

- ***Contact Method***
  This field indicates the method by which the customer prefers to be contacted. You must then enter the information for the method that you indicate as preferred in the fields below.

- Home Phone #
  This may be entered without formatting—OCTS 2.0 will format the phone number automatically.

- Work Phone #
  OCTS 2.0 will automatically format the number, including the extension number.

- Fax Phone #

- Mobile Phone #

- Country Code (for phone number, if foreign country)

- Hours Available
  This is a short field—e.g. “8am to 5pm” or “Daytime.”

- Hours Available Time Zone
  The four most common time zones for the US and Canada are listed at the top of the picklist. The remaining values are listed in alphabetical order.

- 1st Email/Homepage

Take Note

The email address will turn into a hyperlink after you advance to the next field. If you click on this hyperlink, an error will appear because OCTS 2.0 is looking for a web site. Click through the error and continue.

- 2nd Email

- Comments (any special comments about this account)

- Reminders
  This is not a data entry field. The Reminders field will populate automatically with a reminder message if needed. For instance, if you selected “Home Phone” for Contact

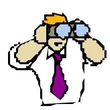
Method and did not populate the Home Phone field, a message will appear in this field, reminding you to enter the home phone.

DO NOT CLICK the Cancel button at the bottom of the Pick Account Box, or you will LOSE YOUR DATA. You have entered all of the information for the account record. **You must now pick this record by following the next two steps.**

25. *Select* the record that you have just created by verifying that the record is highlighted (and a red arrow is pointing to the left of the record).
    If the correct record is not highlighted, *click* inside the record or to the left of the record (but not on a hyperlink).

	Account	Account Type	First Name
›	258-00-0000	Customer	Katherine
	000-00-0000	Customer	John
	001-56-2234	Customer	Corey

26. *Click* the **Pick** button at the bottom of the Pick Account Box.



Take Note

The information that you have just entered in the account record in the Pick Account Box has now been copied automatically to the same fields in the customer contact record in the Pick Contact Box. You do not have to enter the data twice! The new customer account has successfully been linked to this customer contact.

DO NOT CLICK the Cancel button at the bottom of the Pick Contact Box, or you will LOSE YOUR DATA. The contact record for this customer is complete and **must be picked following the next two steps.**

27. *Ensure* that the contact record is selected (red arrow pointer is pointing to this record).

28. *Click* the **Pick** button at the bottom of the Pick Contact Box.
    This establishes the contact that you have just picked as the primary contact for the account. The Last Name, First Name and Home Phone Number of the primary contact are populated, and the Account field is populated in the cases applet.

You are now back to the cases applet on the Cases Screen, All Cases View. You only have a few more steps in creating this case!

29. *Press* the **Tab** key.

30. *Enter* the primary loan information:
    Although the customer may have multiple loans, you must populate these fields with the loan most involved in this case and the agency that is contacting the customer about this case.

- ***Svc Agency (Servicing Agency)***
  Select from the picklist. If unknown, select Unknown.

- ***Loan Type***
  Select from the list. If unknown, select Unknown. *Click* the **Pick** button.

- ***Loan Status***
  Select from the picklist. If unknown, select Other.

31. *Review* all of the fields that you have populated in the cases applet to make sure that all information is correct.

32. *Note* that the following fields have been populated automatically:

- Case Number
  You will give this number to the customer for future reference.

- Intake Person
  This defaults to your user name because you created this case.

- Status
  This defaults to "Open."

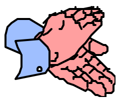
- Sub Status
  This defaults to "Unassigned"—you will leave this as Unassigned so that OCTS 2.0 can assign the case to an Ombudsman Specialist after you leave this screen.

- Ombudsman field—**You will leave this field blank.** This will be automatically populated when OCTS 2.0 assigns this case to an Ombudsman Specialist.

- Date Received.
  This defaults to your system's current date and time.

You have now created a new case for the new customer! To save this case record, you must click on a part of the screen other than the Cases applet. For example, you should click on the view bar. If you have left any required fields blank, you will receive an error message telling you the field that you left blank. You can then go back and populate the required field.

You can now proceed with other work. Congratulations!



Congratulations!

You have now created a new case, contact, and account for this customer! You have entered basic information about the loan involved. The case, contact and account records are associated with each other through the borrower's SSN in the Account field.